

Abdellatif Ahmad BALOUKJI

El Mina-Tripoli- Lebanon

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## **Work Experience:**

### **The Chase Catering**

**01/2013 - Present**

*(Sister Company of Castel Mare Beach Hotel & Resort)*

#### **Catering manager**

- Planning menus based on customer requirements and proposing catering options.
- Negotiating prices, preparing catering functions and order forms.
- Hiring, training and supervising catering staff as well as scheduling employee shifts
- Following up with customers, chefs and specialized catering equipment providers.
- Overseeing venue and seating arrangement, equipment, food and service preparations.
- Monitoring the availability of catering stock and supplies.
- Maintaining high standards of food quality and hygiene.
- Researching catering trends and promoting competitive catering services

### **Castel Mare beach hotel & resort**

**05/2008 - 12/2012**

#### **Food & Beverage Outlets**

##### **Banquet Sales & Operations Manager**

- Discussing sales contract with the general manager and the head chef(wedding, parties, private events )
- Preparing function orders of the events and coordinating with the outlets Managers.
- Planning the venue layout according to the number of guest and type of event.
- Liaising with all the suppliers relevant to the event.
- Determining the number of table waiters and servers required.
- Supervising the placement of tables, overseeing the seating of guests, serving of meals and beverages.
- Consulting with the head chefs regarding the timing of meal courses to be served.
- Managing the availability of beverages when required
- Preparing work schedules, completing documentation and maintaining administrative records.

### **Atyab co. Ltd (Mongo Grill Express) KSA -Al Riyadh**

**08/2007 - 02/2008**

#### **Operations Manager**

- Managing all restaurant operations on daily basis.
- Hired and Trained staff members on customer service skills, food & beverage, health and safety and different restaurant operations.
- Motivating staff and improving their performance continuously.
- Resolving customer complaints concerning food quality and services.

- Estimating food consumption of the restaurant, placing orders with suppliers and scheduling delivery of fresh food and beverages.
- Preparing reports, overseeing budgets and monitoring costs.
- Providing performance reports, auditing and overseeing budgets and controlling costs.
- Ensuring that bills are correct before they are sent to a client.
- Monitoring the quality of food and ensuring compliance with health and safety regulations and guidelines.
- Minimizing food wastage, making sure all kitchen rubbish is disposed of accordingly.
- Keeping fridges and freezers clean and making sure all rubbish bins are emptied.

**Florida Beach hotel & resort (El-Hery – Lebanon)**

**05/ 2007 - 08/ 2007**

**Assistant Banquet Manager**

- Training staff members and waiters about food and beverage quantities and serving time
- Preparing materials requisition according to the number of the guest
- Preparing the beverage requisition
- Overseeing all banquet set up ,tables ,chair, number of guest, cutlery, plats, glasses
- Ensuring high quality of services and guest satisfaction
- Controlling bar and beverage consumption

**Florida Beach hotel & resort (Chekka El-Herry –Lebanon)**

**Summer 2006**

Snack Supervisor

**Ehden Country Club (North Lebanon)**

**Summer 2005**

Bar Supervisor

**Ehden Country Club (North Lebanon)**

**Summer 2004**

Head Waiter

**Quality inn Hotel Tripoli Lebanon**

**09/2000 - 04/2003**

Extra Banquet Captain

**Education:**

**Technical institute of Zgharta**

**2004 - 2006**

Hotel management

**The educational institute of the American hotel & lodging association**

**2005 - 2006**

CHDT (Certificate hospitality department trainer)

**Technical institute of zgharta**

**2002 - 2003**

Hotelier (technical baccalaureate)

## **KEY SKILLS AND COMPETENCIES**

### **Professional**

- Attention to detail.
- Ability to multitask and work in a fast paced environment.
- Ensuring and maintaining customer satisfaction.
- Good understanding of health and safety issues.
- Can quickly understand the catering objectives and needs of an event.
- Liaising professionally with customers and stakeholders alike.

### **Personal**

- Can remain focused for long periods of time on key issues.
- Ability to solve problems on the spot.
- Ability to build strong relationship with customers

**Languages:** Arabic, English and French

**Computer skills:** PMS, Word, Excel, Outlook, GPOS (OMEGA)